



# About

Rooted in Decades of Experience and Flourishing in Innovation

Founded in 1986, Advantone is an Industry Leading Communications as a Service (CaaS) provider with over 25 years of hands-on experience working with top multi-national organizations in North America. We partner with clients throughout different industries such as Retail, Consumer Goods, Direct Response, Pharmaceutical/Healthcare, and Finance to name a few. Advantone has years of experience in helping these organizations improve the customer experience of their Contact Centers by offering IVR, Call Routing, Virtual ACD and Predictive Dialing solutions.





# Retail

The telephone is a core communication medium for consumers to contact the companies that they deal with every day. Whether the point of contact started in a retail store, catalog or online, consumers still have a need to call the companies they engage. Retailer's on the other hand, need to make sure that they are continuing the good experience that started in the store, catalog or online through to the telephone. The Advantone Retail Solution helps to provide just that, a consistently good experience.

Retailers have the capability of capturing callers within a well-designed IVR or connecting them to a live agent through the ACD platform. Providing automated call backs as agents become available during peak times is another great feature that enhances contact with the company. Through our Interactive Survey Solution, managers have the ability to flag undesirable responses and take immediate action turning a bad customer experience into a good one. Advantone gives your business options to better enhance your customers experience into the contact center.

# Benefits

- ❑ Auto-attendant: A voice driven auto-attendant answers the main office and store numbers allowing callers to simply speak or dial the name of the person, store or department they want to reach and then provides the appropriate requested information instantaneously.
- ❑ Customer Satisfaction Surveys: Help vendors concentrate on customer service and support by surveying customers after a purchase, delivery or a service has been performed.
- ❑ Bill Reminders: Place automatic bill reminder calls to customers both before and after bills are due; reducing past due accounts receivable overhead with almost zero incremental cost.
- ❑ Store Locator: Drive retail customers to store locations, provide store hours, give directions and more while freeing up your employees time to better focus on in-store customers.
- ❑ Order Status: An IVR application allows retail vendors who ship products by air, ground, or mail to automatically place calls to customers as orders arrive or ship.



## Direct Response

A “live” contact center agent not taking an order cost your company money! Advantone’s Atmosphere Direct Response Contact Center Platform helps Marketers boost sales, increase customers’ experience and cut costs with Call Routing, Inbound and Outbound applications, IVR and more.

With Atmosphere Cloud Routing, you have the power to manage campaign call volume in real-time, whether you’re contact centers are outsourced, in-house or a combination of both. We have solutions to make the management of your network easy. If you have agents in-house, our ACD tools help to better your most valuable assets with easy to use interfaces and coaching tools. The intuitive dash-board and interactive reporting, which tie everything together, give the visibility needed to make quick decisions directly affecting sales and the bottom line.

# Benefits

- ❑ Gain immediate visibility into your contact center partners
  - ❑ Increase sales through better contact center performance
  - ❑ Reduce caller abandons by virtually eliminating call queues.
  - ❑ Skyrocket your business continuity or redundancy initiatives
  - ❑ Enhance your Toll Free Number management
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## General Information

### Contact



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